



Air Quality Program Plain Talk Process

Air Quality Program Plain Talk Team Members: Stephanie Abraham, Phyllis Baas (Mgmt. sponsor), Bernard Brady, Jeanne Brandt, Doug Brown, Tami Dahlgren (Team lead), Maureen McCormick, Donovan Rafferty, Marsh Taylor

Assumption: All team members will be provided with Net Meeting capability.

Roles

Team lead (permanent – Tami Dahlgren)

- First contact for all Plain Talk documents.
- Determines timeframe for project,
- assigns re-writer and facilitator for each project,
- performs edits on document during group edits via Net Meeting software,
- maintains intranet site showing status of Plain Talk projects.

Facilitator:

- Arranges for group edits/net meetings,
- leads group through process,
- identifies when issues with a document need to be resolved at another level (e.g., policy issues).

Re-writer:

- Prepares and circulates first draft of a re-write for the group to work from during group edits.
- Prepares and circulates subsequent and final drafts.
- Finalizes document and submits for publication number and publishing.

All team members:

- Review drafts of documents and participate in group and/or individual rewrites as assigned by team lead.
- Give input on when a document needs/is ready for broader review (e.g., by another program team).

Criteria for selecting documents:

- New documents
 - Mass consumption
 - Form letters/templates
 - Public outreach documents
- Quick and easy “bean counting”
- High visibility programs or program changes
- Frequency/volume distributed
- # of customer questions/complaints

- *Rules

*Rules will be done in coordination with agency rules coordinator (Bari Schreiner), and as determined to be appropriate by program management team.

Process

1. Author gives document to team lead for Plain Talk review.
2. Team lead determines whether the document meets Plain Talk criteria. If not, team lead determines whether the document should undergo full review or quick review (based on size and use of document, need for Plain Talk, and urgency).
3. If the team lead decides on a quick review, team lead emails the document to all team members asking for comments by a specific time. Team lead incorporates comments and proceeds to step 14.
4. If the team lead decides on a full review, team lead then identifies a re-writer and a facilitator for the project and gives a timeline.
5. Re-writer prepares a first draft re-write and circulates it to the team for review.
6. Team members have five working days to review the document and provide comments. Team members who don't have time to participate simply don't respond. Team members also indicate if they are willing to participate in a group edit if needed. **A maximum of seven people will participate in a group edit, including two to four business experts.**
7. Based on team input, team lead determines whether a group edit is needed.
8. If no group editing is needed, the re-written document is submitted for publication.
9. If group editing is needed, the facilitator sets up a net meeting.
10. Team members who are able to participate perform group editing.
11. Re-writer prepares a second draft and circulates to team according to the timeline.
12. Based on team input, the team lead determines whether the document is ready or whether further editing is needed.
13. If more editing is needed, the facilitator sets up another net meeting. If the document is ready for publishing, it is sent to the program Publication Coordinator.
14. Publication Coordinator assigns publication number, ensures the document meets publication standards, and posts the document on the agency publications database and on an AQP intranet Plain Talk site.
15. Team lead maintains a status report of program Plain Talk documents on the intranet site.

The team will meet face-to-face quarterly to review how the process is working and make any needed changes.

Documents for Plain Talk Review During Year 1

- CO2 mitigation document (pilot project)
- Special burn permit application/instructions

- All diesel retrofit documents/communications
- Emission Check Program test failure booklet
- All outdoor burning documents/communications
- Legal notices for permits
- General Orders
- Omnibus fee rule
- Parts of the air toxics rule
- *WA LEV rule
- Other requested documents as time allows

*Possibly

Staff training

- Program clerical staff*
- Rule writers*
- All staff as available

*Priority